"Clock" Processing Time

Issue:

To provide clarification regarding *calendar* days versus *processing* days relating to verification application processing time.

Discussion:

Submitting all required documents will directly impact application processing time. The processing "clock" does not start until all required documents are uploaded into the Vendor Information Pages (VIP) profile. Once a firm is able to select the 'Submit' button in VIP, CVE conducts a non-substantive review to ensure all documents are uploaded. Once it is determined all required documents are uploaded, the applicant firm will receive a confirmation of completed application (COCA) Email. Receiving the COCA Email is an indication the application has moved to the next process phase.

At any point **prior to receiving a final determination**, the processing clock will stop if the in-depth analysis reveals the documents provided are incorrect, incomplete, or if clarifying information and/or documents are needed for CVE to evaluate the application. When CVE sends an Email request for clarifying documents and/or information the processing clock stops. The processing clock re-starts when the requested clarifying documents and/or information are received.

Example:
July 1: ACME LLC submits an application.

July 1: CVE conducts its non-substantive review and discovers three of the provided tax document pages are blank.
July 2: CVE sends the firm a document request.
July 9: The firm uploads the replacement pages.
July 10: CVE sends the firm the COCA Email.

Calendar Days Elapsed: 9 days
Processing Days Elapsed: 1 day (July 10th)

July 10: CVE begins the substantive review of this firm's application.
July 15: CVE sends the firm a document request for clarifying information.

Calendar Days Elapsed: 15 days
Processing Days Elapsed: 6 days (July 10 – 15 inclusive)

To get more information about verification application resources, please visit Verification Assistance.

Visit http://www.va.gov/osdbu for more information about CVE and the Verification Process.

The Center for Verification and Evaluation
866–584–2344 Monday–Friday
8 a.m. to 8 p.m. (EST)
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